Executing on the vision of the Application Fluent Network delivering a high-quality user experience

Alcatel·Lucent Enterprise

NETWORK INFRASTRUCTURE PRODUCTS

Alcatel·Lucent Enterprise

IP COMMUNICATION PRODUCTS

My IC Phone

OmniSwitch 6850E

OmniSwitch™ 6850E48X

OmniSwitch™ 6850EU24X

- Stackable GigE LAN switch
- 24-port and 48-port models with up to four 10GigE uplinks
- Standard, PoE+ and fiber optic versions, optional backup power
- Advanced L3 routing, remote stacking up to 10 km
- Access Guardian
- Metro Ethernet features in all models

Typical deployment
- Access switch in converged network
- Distribution switch in converged network
- CPE for managed Ethernet services
- Top of Rack switch in data centers

OmniSwitch 6855

OmniSwitch™ 6855-U24X

OmniSwitch™ 6855-14

- Hardened Gigabit Ethernet LAN switch
- 10-port, 14-port, and 24-port standard and PoE models
- 24-port fiber optic model with 10GigE uplinks
- 24-port fiber optic model supports remote stacking up to 10 km
- Advanced L3 routing
- Access Guardian
- Metro Ethernet features in all models

Typical deployment
- Ethernet switch in industrial applications
- Ethernet switch in utility and transportation networks
- Ethernet access switch in outdoor cabinets

OmniSwitch 6450

OmniSwitch™ 6450-10

OmniSwitch™ 6450-48

- 10-port, 24-port, and 48-port models
- Standard, PoE+ and fiber optic versions, optional backup power
- Fanless models, for example, 10-port PoE model
- Soft upgrade 1GigE to 10GigE uplinks
- Soft upgrade Fast Ethernet to GigE
- Basic L3 routing, Access Guardian
- Metro Ethernet features license for all models

Typical deployment
- Classroom and small business switch
- Access switch in converged network
- CPE in managed Ethernet services

OmniSwitch 6250

OmniSwitch™ 6250-8M

OmniSwitch™ 6250-24

- Stackable Fast Ethernet LAN switch
- 8-port and 24-port models with GigE uplinks
- Standard and PoE versions, optional backup power
- Basic L3 routing
- Access Guardian
- Metro Ethernet features in M-models

Typical deployment
- Access switch in converged network
- CPE for managed Ethernet services

Dual Radio Access Point

OAW-AP105

- IEEE 802.11n (including 802.11a, b/g)
- Concurrent support for 2.4 GHz and 5 GHz
- Managed by wireless LAN switch
- Adaptive Radio Management (ARM)
- Integrated wireless security
- Integrated spectrum analyzer
- Models with internal and external antennas

Typical deployment
- AP 104/105 high client density
- AP 120/121 low client density, above ceiling mount
- AP 124/125 high client density, above ceiling mount
- AP 134/135 maximum client density, highest bandwidth

Single Radio Access Point

OAW-AP68

- IEEE 802.11n (including 802.11a, b/g)
- Support for 2.4 GHz and 5 GHz
- Managed by wireless LAN switch
- Adaptive Radio Management
- Integrated wireless security
- Integrated spectrum analyzer
- Models with internal and external antennas

Typical deployment
- AP 92/93 low client density
- AP 68 low client density, limited range

Remote Access Point

OAW-RAP2

- IEEE 802.11n or 802.11a, b/g
- Support for 2.4 GHz or 5 GHz
- Managed by wireless LAN switch
- Access control and encryption to central resources
- Models with radio and/or Ethernet ports for local connectivity

Typical deployment
- Embedded VPN connection over Internet
- Home worker
- Small branch offices

Instant Access Point

OAW-IAP93

- IEEE 802.11n (including 802.11a, b/g)
- Support for 2.4 GHz and 5 GHz
- No wireless LAN switch required
- Adaptive Radio Management
- Integrated wireless security
- Integrated spectrum analyzer
- Models with internal and external antennas

Typical deployment
- Up to 16 access points per wireless LAN
- IAP 92/93 low client density
- IAP 105 high client density
- IAP 134/135 maximum client density, highest bandwidth

OmniSwitch 10K

OmniSwitch™ 10K

- Chassis-based LAN switch
- 5.12 Tb/s current switching capacity
- Redundant power, management and switch fabric
- GigE, 10GigE and 40GigE line cards
- Front to back cooling
- Virtual chassis
- Advanced L3 routing, MPLS ready
- Shortest Path Bridging, Lossless Ethernet, Edge Virtual Bridging

Typical deployment
- Core switch in converged networks
- Core switch in data centers

OS10K-XNI-U32
(32-port 10GigE module)

OS10K-CMM
(Chassis Management Module)

OS10K-GNI-U48E
(48-port GigE module)

OS10K-CFM
(Chassis Fabric Module)

OmniSwitch™ 9000E

OmniSwitch™ 9800E

- Chassis-based LAN switch
- 8-slot and 16-slot models
- 768 Gb/s switching capacity
- Redundant power, management and switch fabric
- GigE, GigE PoE+, and 10GigE line cards
- Advanced L3 routing and MPLS support
- Access Guardian support

Typical deployment
- Core switch in converged networks
- Access switch in converged networks

OmniSwitch™ 9700E

OmniSwitch 6900

OmniSwitch™ 6900-X40

OmniSwitch™ 6900-X20

OmniSwitch 6900-X20 Rear

- Stackable 10GigE LAN switch
- 1.28 Tb/s switching capacity
- Sub-microsecond latency
- Front to back and back to front cooling
- 20-port and 40-port models with expansion slots
- 10GigE and 40GigE expansion modules
- Virtual chassis
- Advanced L3 routing
- SPB, Lossless Ethernet, Edge Virtual Bridging

Typical deployment
- Core switch in converged networks
- Distribution switch in converged networks
- Top of Rack switch in data centers

OS-XNI-U12
12-port SFP+ module

OS-XNI-U4
4-port 40GigE module

Converged Networks

The Alcatel-Lucent Enterprise Application Fluent Network approach for enterprise networks is a complete converged network solution.

Market leading
- Resiliency
- Switching capacity
- Intelligent access control
- Low power consumption

This unique solution extends the reach of the corporate network with an innovative, simplified, and virtualized architecture that supports a range of converged network infrastructure architectures, including small to large single site, multi-site as well as global offerings.

Data Center Switching

The Alcatel-Lucent Enterprise Application Fluent Network approach for data centers is a comprehensive Data Center Switching solution.

- Market leading
- Scaling from dozens to over 10,000 server ports
- Aggregates latency within 5 microseconds at 1.8 x oversubscription
- Virtualization agnostic machine movement with Virtual Network Profile (vNP)

Alcatel-Lucent assures interoperability with mainstream storage and virtualization vendors such as VMware and Emulex through extensive interoperability testing. This unique solution enables any size of enterprise to deploy their own affordable data center fabric.

OmniAccess WLAN 6000

OmniAccess™ WLAN 6000

- Chassis-based wireless LAN switch
- 4-slot model
- GigE and 10GigE ports
- Controls 1000s of wireless access points
- Redundant power and control
- Integrated firewall
- Integrated management
- Voice over WLAN support (SIP and NOE)

Typical deployment
- Large enterprises
- Large campuses

OmniAccess™ WLAN 4000

OmniAccess™ WLAN 4306

OmniAccess™ WLAN 4504

- Standalone wireless LAN switch
- Various models control from 8 to 128 wireless access points
- Redundant control by grouping switches
- Integrated firewall
- Integrated management
- Voice over WLAN support (SIP and NOE)

Typical deployment
- Medium-sized enterprises
- Schools
- Branch offices

7750 Service Router

- Chassis-based MPLS router
- 7-slot and 12-slot MDA models
- 4-slot and 12-slot CMA models
- Line cards up to 100GigE
- Line cards with SDH interfaces
- Line cards with classical WAN interfaces
- MPLS, VPLS, VPRN, VLL, PBB, Hierarchical QoS

Typical deployment
- Private WAN for large enterprises
- Data center interconnect

7750-SR7

7750-SR-C12

7705 Service Aggregation Router

7705 SAR-8

7705 SAR-M

- Chassis-based and fixed configuration router
- Fixed, 1-module, 8-slot, and 18-slot models
- Line cards up to 10GigE
- Line cards with T1/E1 and SDH/SONET interfaces
- Line cards with legacy voice and data interfaces
- Line cards for CWDM OADM
- MPLS, VPLS, VPRN, pseudowires, Hierarchical QoS

Typical deployment
- Private WAN for large enterprises
- Legacy and TDM services over IP/Ethernet WAN

7210-M Service Access Switch

7210-SAS-M

- MPLS switch/router
- 24-port GigE model
- Expansion slot for 4-port T1/E1 CES or 2-port 10GigE
- MPLS, VPLS, VPRN, VLL, PBB, CES, Hierarchical QoS

Typical deployment
- Private WAN for large enterprises
- MPLS network extension to small offices and hub sites

OmniAccess WAN 5510

OmniAccess™ WAN 5510

OmniAccess WAN 5510 Unified Services Gateway (USG)
- Fixed form factor, feature-rich Unified Services Gateway
- Various models with T1/E1, serial, ADSL and Ethernet uplink
- Fast Ethernet access ports
- Integrated firewall and VPN support
- Integrated management

Typical deployment
- Small and medium-sized businesses
- Managed services
- Branch offices

8950 AAA

- Comprehensive Authentication, Authorization and Accounting (AAA)
- Support for WLAN, Wi-Fi® and VoIP networks
- Pre-integration with the InfoExpress CyberGatekeeper® and OmniSwitch products
- Reduction of OPEX through an excellent GUI for end-user management and troubleshooting

OmniAccess™ Guest Manager

AP93

- Authenticates visitors, contractors and employee owned mobile devices
- Scales to large and multi-site deployments
- Scalable up to 10,000 concurrent sessions
- Corporate branding for captive portals
- Self-registrations that work on all mobile devices
- SMS delivery of login information

Typical deployment
- Guest management for enterprise
- Bring your own device in enterprise
- Bring your own device in education

CyberGatekeeper

CyberGatekeeper appliance

OmniSwitch™ 6450-48

- Host Integrity Check system, Microsoft® Windows, Mac OS, Linux®, Apple® iOS
- Compatible with OmniSwitch and OmniAccess WLAN
- Continuous surveillance for identification
- Continuous surveillance for security policy compliance
- Continuous mitigation for security policy compliance
- Easy to deploy, interoperate and integrate into existing network infrastructure

OmniAccess™ AP 105

Typical deployment
- Education
- Enterprise

FortiGate

FortiGate® family

- Unified Threat Management (UTM) systems
- Standalone and chassis-based UTM systems
- Firewall, VPN, inline antivirus
- Intrusion protection system
- Management and analysis

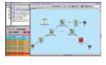
Typical deployment
- Medium-sized enterprises
- Large enterprises
- Service providers

Management Systems

OmniVista™ 2500 Network Management System (NMS)
- Network management system
- Configures, monitors, and troubleshoots networks
- Network-wide bulk configuration and firmware management
- OneTouch administration for QoS and NAC policies
- Simplified OmniSwitch™ Access Guardian management
- Automated quarantine management for improved security

OmniVista™ 2500 Virtual Machine Manager (VMM)
- Optional module for OmniVista 2500 NMS focusing on data center operations
- Provisions data center infrastructure to assist virtual machines deployment
- Enables automated moves for virtual machines in the data center
- Tracks virtual machine location and monitors their connections with physical network infrastructure from a single pane of view
- Interfaces with VMware hypervisor for further automation

OmniVista™ 3600 Air Manager (AM)
- Wireless network management system
- Centralized visibility and control over wireless networks
- Real-time user and device monitoring
- Centralized configuration
- User, session and device monitoring
- Real-time location tracking information
- RF planning with VisualRF module



5620 Service Aware Manager (SAM)
- Element, network, and service management system
- Visualization of physical, MPLS, service topology and status
- Accelerated and reliable provisioning
- Comprehensive monitoring, troubleshooting and root-cause analysis
- Performance management and SLA assurance capabilities
- Integration with 5650 Control Plane Assurance Manager (CPAM)

VitalSuite®
- Web2.0 dynamic GUI interface with simple to use workflow
- Network and applications performance management system
- Multivendor, multi-tenant and multi-technology with IPv4/IPv6 support
- Monitors end-user applications
- Monitors network infrastructure services
- Monitors telephony systems, contact centers, and virtualization environments
- Centralized view with advanced thresholding
- Extensive reporting capabilities

VitalQIP®
- DNS/DHCP IP management system
- Scales to 100,000s of managed addresses
- Comprehensive BIND syntax check
- ENUM functionality
- Automated configuration of multivendor DNS/DHCP managers
- Integrates with CyberGatekeeper
- Software and purpose-built appliance versions
- Software appliance for virtual environment version

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To provide our customers with the industry's best value in feature-rich and open standards communication systems

Alcatel·Lucent Enterprise

Wireless terminals

300 DECT

400 DECT

500 DECT

OmniTouch 8118 WLAN

OmniTouch 8128 WLAN

300 DECT handset
- Graphical display (96 x 48 pixels), monochrome LCD
- Backlight display (blue)

300 EX DECT handset
- Designed for hazardous environments

400 DECT handset
- 4096 colors LCD (98 x 66 pixels)
- Speakerphone
- Backlight display (white) and keypad (blue)
- Headset connection
- Location and notification services

500 DECT handset
- Rugged design with IP54 ingress protection
- Color display
- Loudspeaker and wired headset connection
- Bluetooth® headset connectivity (Headset Profile 1.1)
- Display and keypad backlight
- Vibrator
- Alarming and notification features
  - Alarm key, man down, no movement, shock detection
- Location detection (requires an additional server)
- Personal phone book, calendar
- Desktop dual and rack chargers
- DECT/GAP

OmniTouch™ 8118 WLAN handset
- 134 mm x 53 mm x 26 mm (HxWxD)

OmniTouch™ 8128 WLAN handset
- 134 mm x 53 mm x 26 mm (HxWxD)
- Larger color screen/screen saver
- RTLS Ekahau location
- Loudspeaker/hands-free operation
- Push-to-talk feature

Common features
- 136 g
- Vibrate mode
- Headset connection
- IEEE 802.11a/b/g
- IEEE 802.11e, WMM
- 18 languages + 1 customizable
- User profiles

Wireline terminals

4068 EE

4028 EE

4008 EE

4038 EE

4068 EE
- 1/4 VGA (340 x 120 pixels)
- 4096 colors screen
- Bluetooth® 1.2
- Attendant console capability
- Manager/Assistant

4028 EE
- 64 x 128 pixels, black and white

Common features to 4068/4038/4028 EE
- Comfort handset
- Headset plug (3.5 mm)
- Alphabetical keyboard
- 2 Gigabit Ethernet ports (including LAN and PC connectivity)
- Dial-by-name
- XML standard and open

4018 EE
- SIP deployment capability
- Comfort handset
- PC connectivity with switch
- Specific headset plug (3.5 mm)
- Third-party call control (3PCC)

4008 EE
- SIP deployment capability
- Standard handset
- 20 characters, black and white
- Third-party call control (3PCC)

4038 EE
- 100 x 160 pixels, 4 gray level

OmniTouch 4135 IP Conferencing module

IP Touch™ 8 Series
- IP devices
- External hands-free loudspeaker
- Multi-line attendance
- IEEE 802.3af full compliance
- IEEE 802.1x TLS authentication

Add-on modules for IP Touch 8 Series
- 10 Traditional keys on add-on module
- 40 Extra keys on add-on module
- 14 Keys with LCD on add-on module
- Bluetooth® handset
- Headsets
- OmniTouch™ 4125 Compact Conferencing module

OmniTouch™ 4135 IP Conference phone
- SIP-based unit
- 128 x 64 pixels (5 in. x 2.5 in.)
- Keypad: Alphanumeric 0-9, mute, hold, volume
- Five buttons for menu navigation, line, and conference guide
- OmniSound™ 2.0 wideband technology
- Microphone
  - Omnidirectional
  - Reception area: Up to 30 m² (320 ft²) for more than 10 people in a room

OmniTouch 8082 My IC Phone

OmniTouch™ 8082 My IC Phone
- 7 in. Capacitive touch screen
- 2 Gigabit Ethernet ports
- Bluetooth® 2.1
- High quality wideband audio capacity
- Smart menus with ergonomic design
- SIP telephony services
- Communications platforms offer Web services-based rich communications, such as rich presence and Instant Messaging (IM)
- Industry-specific application packages, such as hospitality packages

- Speakers
  - Equalizer: Soft, neutral, sharp
- Directory access
  - Direct key to access directory (local or LDAP)

- Customization interface for users and IT departments
- Multimedia file management: MP3, pictures and screen savers
- Integration with the user's desktop, including calendar and contacts
- Software development kit (SDK) open to Web application developers directory (local or LDAP)

Unified Communications and Collaboration

OmniTouch™ 8400 Instant Communications Suite (ICS) for Enterprise
- Full set of IP-based unified communication services
  - Telephony, call routing
  - Unified messaging (e-mail, fax, voice mail)
  - Collaboration (audio, data and video conferencing)
  - Mobility (dual mode cellular/WLAN management, roaming and seamless handover)
  - Presence
- Openness through XML Web services
- N+1 redundancy
- Multi-site topologies
- Security policy:
  - Authentication (LDAP/LDAPS, RADIUS), Single Sign On
  - Confidentiality (HTTPS, LDAPS, SIP TLS/SRTP)
  - Software integrity
- Adapted to medium and large businesses
  - Single server 3000 users for telephony, call routing, messaging, fax, presence, mobility and XML Web services (up to 5000 users with 2 servers)
  - Single server 30,000 users for collaboration services (Instant Messaging and presence)

OmniTouch™ 8600 My Instant Communicator (MIC) Desktop UCC desktop client designed on top of the OmniTouch 8400 ICS platform
- Non-intrusive real-time communications
- Single business number
- Business caller identification
- Enterprise-grade telephony services
  - Hardphone control, softphone mode (SIP embedded, high voice over IP quality)
- Audio, dial and HD video conferencing
- Rich presence (user, phone, calendar)
- Instant Messaging (IM)
- Media blending
- Multi-session appearance
- Unified directory access
- Visual voice mail
- Business call history
- Call routing and call screening interfaces
- Audio messaging delivery service
- Flexible office
- Secure access to the enterprise
- Complement to IBM environments (Lotus Notes® and Sametime®)
- Complement to Microsoft environments (Outlook® and Office Communicator® 2007)
- Environment support
  - Microsoft Windows XP®/Windows Vista®/Windows 7
  - Citrix XenApp™ 4.5 and 5.0
  - Microsoft Windows Server 2008 R2 Remote Desktop services

OmniTouch 8600 MIC is also available on mobiles devices and desk phones:
- RIM BlackBerry®, Nokia Eseries™, Windows Mobile®, Apple® iPhone™ and Google Android™
- Alcatel-Lucent IP Touch 8 Series 4038, 4068

OmniTouch™ 8460 Advanced Communications Server and OmniTouch™ 8660 My Teamwork™ Conferencing and Collaboration
- Carrier-grade and PBX-agnostic IM, audio, Web and video conferencing
- Available as standalone product or part of OmniTouch 8400 ICS

Mobility

My Instant Communicator BlackBerry screen

OmniTouch™ 8622 My Cellular Extension
- One number/one voice mail service
- Access to enterprise-grade telephony service of OmniPCX Enterprise

OmniTouch™ 8600 My Instant Communicator
- Instant Communication Suite UC and C service on smartphone
- One number/one voice mail service and visual voice mail
- Directory lookup
- Notification
- Instant Messaging and rich presence
- OmniPCX Enterprise-grade telephony service (call logging)
- Seamless handoff for dual modes
  - Enterprise VoWLAN (with Nokia)
  - Cellular

Available on most prosumer platforms
as RIM BlackBerry®, Nokia Eseries™, Windows Mobile® 6.x, Apple® iPhone®, Google Android™

Attendant software

Attendant Directory

OmniTouch™ 4059 Multimedia Attendant Console
- Graphical view of waiting queues
- Direct access to called party communication resources
- Subscriber and trunk supervision
- Text messaging
- Recording of communications
- System and DECT guest management
- Dynamic directory access key
- IP attendant softphone
- IP attendant on IP Touch™ 4068

Management software

OmniVista™ 8770 Network Management System
- NextGen centralized management for OmniPCX Enterprise (>= 8.0) and OpenTouch
- 300 OmniPCX nodes
- 30,000 users
- 5000 SIP endpoints
- 30 simultaneous Web-based or Java clients

Application Suite with advanced services
- Unified user provisioning and service activation
- Converged device management and deployment
- Real-time service performance monitoring
- VoIP performance indicators (MOS, R-factor)
- Tailored and animated topology maps
- Multi-carrier metering
- Company directory
- Integration with SNMP management platforms
- Evolution path from OmniVista 4760

OmniVista™ 4760 Network Management System
- Centralized management platform
- 800 OmniPCX nodes
- 100,000 users
- One server can manage 16,000 SIP endpoints
- 200,000 directory entries
- 30 simultaneous Web-based or Java clients

Services
- User-friendly configuration
- Network maintenance
- Operations audit
- Real-time alarms
- Tailored and animated topology maps
- Multi-carrier metering
- Performance analysis
- VoIP quality monitoring
- Company directory
- Third-party SIP device management
- Integration with third-party network management platforms

VitalSuite™ Performance Management software
- Scalable, flexible, extensible carrier-class applications and network performance management solution
- Monitors wide range of services ranging from end-user applications to network infrastructure service
- Comprehensive multivendor management for applications, data networks, voice and contact center
- Advanced proactive real-time thresholding and alerting with versatile reporting capabilities
- Fully integrated network flow traffic analysis for application profiling and network utilization
- Application distributed on multiple servers

Security

The system server and the management platform have been certified by the Common Criteria ISO 15408.
- System integrity (IP Media Gateways and IP Touch binaries' signatures)
- User authorization (all barring certified by the Common Criteria ISO 15408)
- Devices authentication (802.1X IMD5 and TLS IP Touch authentication)
- Security management (dual port, SSH, SSL, SNMPV3)

Extended Communication Server

Extended Communication Server Compact Edition

Extended Communication Server Premium Edition

Features
- Telephony features with OmniPCX Office RCE: One number service, visual mailbox, voice messaging, features in conversation, click-to-call
- Unified Communications and Collaboration: Web mail, agenda, contacts lists, tasks, rich presence, Instant Messaging, buddy list
- Fax server
- Advanced user interfaces
  - Virtual Desktop
  - Multimodal Communications Companion (MCC) for office
  - Mobile Virtual Desktop
  - MCC for iPhone
- IT services: Security and network functions, mail server, Web server, VPN services, LDAP directory
- Administration: Web-based management, automated software update

OpenTouch™ Business Edition and Multimedia Services

OpenTouch Business Edition Server – 500

OpenTouch Business Edition Hosted Blade – 500

OpenTouch Business Edition and Multimedia Services Server – 1500

OpenTouch™ Business Edition
- Advanced telephony services
  - Embedded OmniPCX Enterprise
  - Support SIP/IP/TDM/analog/DECT/WLAN
  - My IC Phone Business smartphone including Manager/Assistant delegation application
  - Dial-by-name with universal directory lookup including external LDAP
  - Automated attendant with TTS facilities
  - Multi-sites: Up to 32 Media Gateways/ 5 network nodes
- Security and high availability
  - Spatial redundancy and remote site survivability (PCS)
  - Dual Ethernet, dual power supply (1500 server), RAID 1
  - Encryption/PKI server
- Complete openness
  - Web services, CSTA/XML
  - Ticket collector and management API

- Contact center
  - Embedded CCD/CCS (up to 75 agents)
  - External Genesys Compact Edition server (up to 150 agents)
- Unified management
  - Unified user management
  - Accounting, real-time performance monitoring, alarm

OpenTouch™ Multimedia Services
- Advanced telephony services
  - My IC Phone Business smartphone including Manager/Assistant delegation application
  - Dial-by-name with universal directory lookup including external LDAP
  - Automated attendant with TTS facilities
- Complete openness
  - Web services, XML

Common features
- Messaging services
  - Voice mail, unified messaging, visual voice mail
- Unified Communication and Collaboration
  - One number services, multi-devices routing
  - Instant Messaging, rich presence
  - Desktop SIP VoIP softphone (MIC Desktop)
  - N-Party audio/Web/video conferencing
  - Integration with Microsoft Outlook/ Exchange/MOC, IBM® Sametime®
- Mobility
  - Business telephony services on smartphones (MIC Mobile) (Android, iPhone, Nokia, RIM BlackBerry, Windows Mobile)
- Fax services
  - Mail to fax, fax to mail, Outlook integration

Media Gateway

Cabinet M2

Per communication server
- 240 IP MG Rack 1 or Rack 3
- 120 IP MG two Rack 3
- 80 IP MG three Rack 3
- 90 Crystal IP MG M2 or M3

Crystal Media Gateway features
- 800 TDM phones
- 5000 IP phones
- 12 ISDN or private PRI
- 40 ISDN BRI

IP Media Gateway features
- 250 TDM phones
- 5000 IP phones
- 12 ISDN or private PRI
- 12 ISDN BRI

Messaging software

OmniTouch 8440 Messaging Software

OmniTouch™ 8440 Messaging Software
- Full software, SIP-based Linux® operating system
- Voice infrastructure-agnostic
- Highly scalable (15,000 users per system, 150,000 users per network, 180 ports, unlimited message storage)
- Multiple time zone support
- G.729 support
- Easy integration through XML Web services
- N+1 high availability
- SAN voice message storage support
- Message accessibility from any phone device
- Visual voice mail on IP Touch™ 4028, 4038 and 4068 phones
- Access to voice messages from any IMAP client
- Unified messaging with IBM, Microsoft and IMAP e-mail servers
- Web-based user options management

OmniTouch™ 8450 Fax Software
- Full software, SIP/T.38-based Linux operating system
- Up to 10,000 users and 30 simultaneous fax channels on a dedicated physical server
- Up to 1000 users and 4 simultaneous fax channels when sharing a common server platform with OmniTouch 8400 ICS or BICS
- Secure Web administration
- N+1 high availability
- Accounting facilities
- Single DDI number for fax and voice available through additional OmniPCX Enterprise software
- Microsoft® Exchange®, IBM Lotus® Domino®, any SMTP-compliant mail server
- Send and receive faxes from Web access or from e-mail clients
- Any software using print to fax
- Multi-function printers

OmniPCX Office Rich Communication Edition (RCE)

OmniPCX Office RCE

OmniPCX Office RCE Compact

For 6 to 200 users

Architecture
- 4 Communication platforms: Compact, small (2 free slots), medium (5 free slots) and large (8 free slots)
- IP at the core with 16 VoIP integrated resources
- Integrated AC/DC power supply and battery backup (10 mn)
- Extended backup with external battery

Applications
- Enhanced telephony features
- Three- and six-party conferencing
- Voice mail
- Welcome greeting and multiple companies greeting
- Automated attendant
- Call center (up to 32 agents and 8 supervisors)
- Alcatel-Lucent PIMphony™ Softphone
- PC-based attendant
- Management by OmniVista 4760 NMS
- CSTA and XML application interfaces
- Networking: IP network SIP/H.323

OmniPCX Enterprise Communication Server

Cellular Extension

OmniPCX Enterprise

- Architecture: Centralized, distributed, networked and hardened OS
- Performance: 300,000 BHCC
- Resilience
  - IP redundancy Level 2 or 3
  - 99.999% availability
  - 240 Passive Communication Servers
- 15,000 users per Communication Server
  - 15,000 IP Touch 8 Series phones
  - 5000 SIP wireline phones
  - 5000 wireline TDM phones
  - 5000 DECT or WLAN phones

- 5000 cellular extensions
- 1000 S0 terminals
  - 250 attendants
  - 240 Media Gateways
- 10,000 trunks per node
- 5000 SIP trunks per node
- 100 nodes in an ABC Network (cluster)
  - 100,000 users per ABC Network
  - 24,000 Media Gateways
- 255 "ABC Networks" (clusters) in a "Supra Network"

Features
- 500+ business telephony features
- Native SIP controller
  - Telephony features for SIP endpoints
  - SIP trunking to NGN
- Attendant services
- Voice and fax mail
- Contact center services
- Full feature set for DECT
- Voice over wireless LAN

- Cellular extension
- Branch redundancy: Passive Communication Server
- Survivable Media Gateway
- Radius authentication
- Signaling and media encryption
- Log history: Centralized syslogs
- Multiple companies/departments
- Multiple time zones and countries
- Hotel and hospital services

Business integrated Communication Solution (BiCS)

BiCS Server

BiCS
- Multi-services mono-server
- Up to 1000 users

Features
- Telephony with OmniPCX Enterprise

- Supports SIP, IP, TDM, analog, DECT, WLAN
- Multiple sites: Up to 32 Media Gateways, up to 5 network nodes
- Telephony presence
- Voice mail with Alcatel-Lucent 4645 Voice Messaging Services
- Conferencing
  - Up to 29 parties
  - Meet-me/master conferencing
- Complete openness
  - Web services, CSTA/XML

- Mobility
  - OmniTouch 8622 MCE, OmniTouch 8600 MIC
- OmniTouch 8600 MIC
  - Integrated messaging
  - IBM® Sametime®/Microsoft® Outlook® integration
  - IM and presence
- OmniTouch Contact Center Standard Edition
- Auto attendant
  - Supports up to 50 connected agents/10 supervisors

- OmniVista 4760 Network Management System
  - Universal directory access (LDAP)
  - Reporting, accounting
  - SIP device management
- Availability
  - RAID 1 hot swap
  - Spatial redundancy
  - Passive Communication Server
  - Dual Ethernet attachment
  - IP Touch security support
- Fax server
  - Up to 4 ports

OmniTouch Contact Centers

OmniGenesys™ Contact Center

OmniTouch Contact Center Standard Edition (voice-centric contact center, HA and branch survivability)
- Scalable from 5 to 1000 agents for single node
  - 5000 Declared agents multinode
  - Possible private extension
  - 1000 CCA softphone agents
  - CCD outbound agents, 1000 preview/250 predictive, agent scripting without programming skills
  - 90 CCS supervisors
- Advanced call routing (skill mapping)
- 30 RTI Wallboard connections
- Workforce Management interface
- Genesys WFM

Intelligent Customer Front Door (Genesys™ Voice Platform)
- Scalable voice platform for self-services
- VXML-oriented
- TTS and ASR

OmniTouch™ 4625 Interactive Voice Response (easy access to autonomy)
- Up to 120 ports
- Menus/icons application generator
- TTS and ASR
- Database lookup/update
- Fax/Short Message Service (SMS)

Genesys™ Compact Edition
- All-in-one multimedia "easy-to-contact" center
  - 150 Agents or sales approval for up to 300 agents
- Incoming voice agents with CTI supervision
  - Outgoing voice preview and predictive, agent scripting without programming skills, e-mail agents
- Collaborative contact center with CC Teamer
  - Agents on any device (8 and 9 series, mobile, SIP, business)
  - Visual CC (supervisors)

- Visual IVR (call qualification)
  - Universal SDK
- Connectors (Reporting, Workforce Management, IVRs and Wallboard)
  - G+ adapters for Microsoft CRM, SAP ERP and SAP CRM, Siebel

Routing Service Intelligence used by Genesys™ Contact Center Solution on OXE
- Synchro server
- Access to OXE resources

IP Touch Security

Signaling and Media Encryption

Architecture
- Server Security Module (SSM-RM) for Communications Server
- Software signaling encryption (MGSec) embedded on IP Media Gateway
- Software signaling and media encryption (SoftMSM) embedded on IP Media Gateway (GD-3, GA-3 and INTIPSA/3B)
- Software Security Module integrated in IP Touch 8 Series phones
- Media Security Module (MSM-RM) for IP Media Gateway and OmniTouch 8400 Instant Communications Suite

Security
- Check of integrity with HMAC-SHA1
- Encryption with IPSec transport mode, AES algorithm (128 bits) and Standard SRTP for voice

Features
- Integrity of call control signaling (ensuring that messages have not been modified)
- Secure downloading of binaries and configuration files in IP phones and IP Media Gateways
- Software encryption of all ToIP flows (signaling and media)

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